



S U M M E

COMPUTERS

If you have an elaborate, multi-material bumper system or one that offers protection at speeds well beyond the **2-1/2** m.p.h. minimum standard, it may cost more to replace. On the other hand, the greater protection may help you avoid more costly repairs. The federal -government analyzed these trade offs and found the **2-1/2** m.p.h. standard to be the most cost effective on a nationwide basis.

Be aware of these cost factors when buying a car. Remember that each model will likely have a unique bumper system since styling plays a key role in bumper design. You cannot tell anything about a bumper's protection capability by just looking at it. Think about the type of driving you do when you look at different bumpers. Ask about the collision speed the bumper is designed for

if you wish to protect your car parts at collision speeds beyond the minimum. Some manufacturers make a point of advertising such facts about their bumpers. Most bumper designs for today's cars strike a balance between the value of what they can protect and replacement cost. It does, however, pay to shop smart and that means asking for bumper information. □

IF YOU THINK YOUR VEHICLE HAS A SAFETY PROBLEM, WE WANT TO HEAR FROM YOU AUTO SAFETY HOTLINE (800) 424-9393

If you think that your vehicle has a safety problem, you can assist the National Highway Traffic Safety Administration (NHTSA) by completing and mailing back the Vehicle Owner's Questionnaire (VOQ) included with this fact sheet, or calling the Auto Safety Hotline.

The toll-free Hotline number, (800) 424-9393, can be reached from anywhere in the United States. If you are calling from the Washington, D.C. metropolitan area, the number is (202) 366-0123. A Spanish-speaking operator is available weekdays from 8 a.m. to 4 p.m., Eastern time. The Hotline is available to the hearing impaired through a teleprinter

(TTY) number, (800) 424-9153. In the Washington, D.C. area the TTY number is (202) 366-7800.

If it is determined that a safety defect exists, the manufacturer has to fix the problem at no cost to the owner.

If there are any documents relevant to your case, including copies of repair bills and letters to the manufacturer, attach them to your completed VOQ.

If you are not sure of any information requested in the VOQ, leave the box blank. But we must have the Vehicle Identification Number (VIN) to process your questionnaire. The VIN is a 17-

digit number that can be seen through the front windshield on the driver's side of the dashboard. When reporting a tire problem, the DOT identification (located on the sidewall) is needed.

The VOQ asks if you authorize NHTSA to provide a copy of your report to the manufacturer. If so, check YES on the VOQ and sign and date it. When we send the report to the manufacturer, it often results in a satisfactory solution of individual problems. But NHTSA cannot *order* corrective action unless the vehicle or item of equipment is determined to have a defect and a safety recall campaign is conducted.

Check out our home page for information on a variety of vehicle safety topics.

<http://www.nhtsa.dot.gov/>



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123

FOR AGENCY USE ONLY

Date Received

Od-or _____

rt-dt _____

od-rt _____

up-tr _____

Reference No. _____

OWNER INFORMATION (Type or Print)

Name _____

Street No. _____ Apt. No. _____

City _____ State _____ Zip Code _____

Day Time Telephone Number

() _____

Do you authorize **NHTSA** to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, **NHTSA** WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date - / - / -

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) _____ Vehicle Make _____ Vehicle Model _____ Vehicle Year _____ Current Odometer Reading _____

Purchase Date _____

Dealer's Name _____

Engine Size

(CID/CC/L) ☐ _____

CI Turbo

☐ Diesel☐ GasNo. Cylinders _____ ☐ Fuel injection☐ New ☐ Used

City _____ State _____ Zip Code _____

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drivetrain

Body Style

☐ Hatch Back☐ CI Van☐ CI Pick Up Truck☐ Other _____

CI Manual

0 Yes

☐ Driverside Airbag☐ Motorbelt

CI Yes

☐ Front

CI Stawag

☐ 4-Door☐ 2-Door

CI Automatic

☐ No☐ Passengerside Airbag☐ 2-Point Belt☐ No

0 Rear

0 4-Wheel

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location CI Left <input type="checkbox"/> Right <input type="checkbox"/> <input type="checkbox"/> Front <input type="checkbox"/> 0 Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Manufacturer Contacted? 0 Yes CI No	NHTSA Previously Contacted? 0 Yes <input type="checkbox"/> No

APPLICABLE ACCIDENT INFORMATION

(Use reverse side for more detailed information)

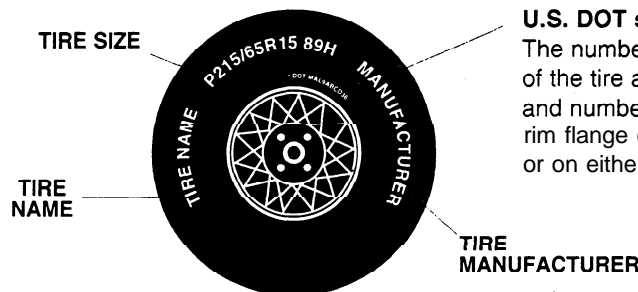
Accident	Fire	Number Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
0 Yes CI No	0 Yes 0 No			\$ _____	0 Yes 0 No

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).

Note: This information not required for normal operation tires.

DOT	Manufacturer	Tire Name	Size
D 0 T			



U.S. DOT safety standard code

The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the **NHTSA** in determining whether a manufacturer should take appropriate action to correct a safety defect. If the **NHTSA** proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Tape or Staple here